

HOW DO I CHANGE MY FIRST PIN?

Please call the customer service number at 1-866-937-4826 or go online (www.ebtEDGE.com) to your EBT account to change your personal identification number (PIN).

1. Please listen to the recording carefully.
2. It will ask you to enter the sixteen (16) digit number on your Guam Quest card. (Numbers are on the front of your Guam Quest card.)
3. It will tell you to select a PIN.
4. It will then ask you for your case number and your Social Security number.

This is your Case Number: _____

Once your PIN is selected you can start using your Guam Quest card.

WHAT IF I ENTER THE WRONG PIN?

If you are having trouble remembering your PIN, DO NOT try to guess it. If you enter the wrong PIN, you have three (3) more chances to enter the correct number. If you do not enter the correct PIN by the fourth try, you will not be able to use your card until after midnight because a hold is placed on your card.

WHAT SHOULD I DO IF I LOSE MY CARD?

If your Guam Quest Card is lost, stolen or damaged and you need a replacement card, call Customer Service at: 1-866-937-4826, or visit or call any DPHSS Issuance Section.

WARNING: Upon your 4th request of a replacement card within a 12-month period, you will be issued a notice and your account will be closely monitored for suspicious activity. At your 5th request of a replacement card within a 12-month period, your name will be forwarded to the Investigation and Recovery Office (IRO) within the Bureau of Management Support (BMS) under DPHSS.

WHAT IS MY CARD NUMBER?

Your card number is the 16-digit number on the front of your card.

WHAT IF MY CARD WON'T WORK?

Call Customer Service and they will assist you. This number is found on the back of your card. Customer Service is available 24 hours a day, 7 days a week. You can also call or visit any DPHSS Issuance Section location for assistance.

USING YOUR BENEFITS ILLEGALLY?

- You could be disqualified from the benefit program and maybe prosecuted if you use your card for illegal purposes.
- You cannot use your card to make purchases or withdraw cash at ATMs in liquor stores/establishments, gambling facilities, or adult entertainment establishments.

MISUSE OF YOUR SNAP BENEFITS IS A VIOLATION OF STATE AND FEDERAL LAWS

- Do NOT sell, trade or give away your SNAP benefits, PIN or Guam Quest Card.
- Do NOT allow a retailer to buy your SNAP benefits in exchange for cash.
- Do NOT use someone else's SNAP benefits or Guam Quest Card for your household.
- Do NOT purchase non-food items or pay credit accounts with your Guam Quest Card.

WHAT IS SNAP TRAFFICKING?

- Trafficking may include, but is not limited to:
- Selling SNAP EBT cards or benefits to someone else.
 - Buying SNAP EBT cards or benefits from someone else.
 - Stealing someone else's benefits.
 - Exchanging your benefits for anything other than eligible food items.
 - Buying SNAP eligible food and then reselling it for cash.

- Attempting to commit any of the acts mentioned above.

DID YOU KNOW?

Even intending to sell your Guam Quest Card by offering it to someone, or posting it for sale on social media sites, such as Craig's List, Facebook, Twitter, and eBay is a violation and may result in permanent disqualification from SNAP.

BE ON GUARD

Beware of scam websites or mobile applications that claim to help you apply for SNAP benefits or access your account. These websites may try to steal your personal information.

REPORT FRAUD

Buying, selling, or otherwise misusing SNAP benefits is a federal crime. To report fraud, visit www.usda.gov/oig/hotline.htm or call 1-800-424-9121, or call the KEHA Hotline at (671) 735-7353.

For account information

go online to: www.ebtEDGE.com
or call Customer Service
General: 1-866-937-4826

Benefit Issuance Section Locations:

Issuance Northern: (671) 635-7488
Northern Public Health Facility
520 W. Santa Monica Avenue, Dededo

Issuance Central: (671) 300-8854
RAN-Care Commercial Center
2nd Floor West Wing
761 South Marine Corps. Drive
Tamuning, Guam

Issuance Southern: (671) 828-7542
Southern Public Health Facility
162 Apman Drive, Inarajan

HOW TO USE YOUR GUAM QUEST CARD



Account information available online at

www.ebtEDGE.com

Customer Service

General: 1-866-937-4826

Issuance Northern: (671) 635-7488

Issuance Central: (671) 300-8854

Issuance Southern: (671) 828-7542

Benefit Issuance Section

Bureau of Economic Security (BES)
Division of Public Welfare
Department of Public Health
and Social Services

Government of Guam

Welcome to Guam Electronic Benefits Transfer (EBT) and the Guam Quest Card - The safe, convenient and easy way for you to use your benefits.

If you qualify for SNAP benefits, you can use your Guam Quest Card to:

- ✓ Buy selected food items at any participating store.

If you qualify for Cash benefits, you can use your Guam Quest Card to:

- ✓ Get cash or pay for purchases at participating stores.
- ✓ Withdraw your cash benefits at selected ATMs.

[GUAM EBT QUESTIONS AND ANSWERS](#)

HOW DO I GET MY BENEFITS WITH THE GUAM QUEST CARD?

Each month your benefits will automatically be added to your account. You will use the same Guam Quest Card every month to get your benefits. As you use your benefits to get cash or buy goods, your account balance will decrease. There is no need to replace your card unless it is stolen, lost or damaged.

WHEN DO I GET MY BENEFITS?

Benefits will be deposited into your EBT account on the same day each month based on the last digit of your Social Security number, even if it falls on a weekend or holiday. All benefits are available after 7:00pm, Guam Time.

HOW TO USE YOUR GUAM QUEST CARD AT THE GROCERY STORE

1. Know your balance before you go shopping.
2. Swipe your Guam Quest Card through the Point-

Of-Sale (POS) terminal OR hand your card to the clerk/cashier.

3. Be sure to tell the cashier which account to charge (SNAP or Cash).

4. Enter your four-digit Personal Identification Number (PIN) on the keypad. The terminal will show*****.

DO NOT GIVE THE CASHIER YOUR PIN

5. Press the **OK** or **ENTER** key.
6. The clerk enters the purchase amount and, if it is correct, you press the **YES** key.
7. The clerk will hand you your receipt. Make sure the information on the receipt is correct.
8. Keep this receipt so you will know your new balance the next time you shop.

Note: There is never a transaction fee for using your SNAP or Cash benefits at a POS terminal at the grocery store.

HOW TO USE YOUR GUAM QUEST CARD AT AN AUTOMATED TELLER MACHINE (ATM)

(For withdrawal of Cash benefits ONLY. You cannot withdraw SNAP benefits at an ATM.)

1. Insert or swipe your card.
2. Enter your Personal Identification Number (PIN) and press **OK** or **ENTER** key.
3. Select the key marked **WITHDRAW CASH** and then select **CHECKING**.
4. Enter the amount you would like in whole dollar amounts (for example, \$20, \$40, \$60, etc.).
5. Take your card, your receipt and your cash.
6. Count your cash and compare it to your receipt.
7. Keep your receipt to help you keep track of your balance the next time you need cash.

It may take several transactions to withdraw all of your cash benefits from an ATM if the machine has a limit on the amount of cash you

can withdraw each time. A transaction fee of \$0.32 will be automatically deducted from your account balance for each withdrawal. The bank may also apply a surcharge for using the ATM. Please leave a few dollars in your account for fees.

Banks Distributing Cash benefits:

- Bank of Guam
- First Hawaiian Bank
- Bank of Hawaii

WHAT SHOULD I DO IF SOMEONE FINDS OUT MY PIN?

Immediately call Customer Service at 1-866-937-4826 to request a deactivation of your card. They are available 24 hours a day, 7 days a week. You may also call any DPHSS Issuance Section office to make the request.

WHAT IF THERE IS AN INCORRECT TRANSACTION ON MY ACCOUNT?

When a retailer is paid either too much or too little from your EBT account due to a computer system problem, a correction may be made to your balance. This correction could impact your current or next month's balance. You will be mailed an EBT adjustment notice of the correction if it reduces your balance. If you discover an error to your account balance immediately visit or call any DPHSS Issuance Section office to report the error.

WHERE CAN I USE MY GUAM QUEST CARD?

You can use your Guam Quest Card at participating stores and ATMs (cash machines for Cash benefits only) across the country.

You CANNOT use your card at a POS or ATM located in any liquor store, any casino, or gaming establishment, or any retail establishment which

provides adult-oriented entertainment in which performers disrobe or perform in an unclothed state for entertainment. You can also use your card wherever you see the Quest logo:



HOW DO I TAKE CARE OF MY CARD?

1. Sign the back of your card.
2. Do not write your PIN on your card.
3. Keep your card safe and clean.
4. Do not damage or bend your card.
5. Do not put your card near magnets and electronic equipment, such as TVs, stereos, VCRs, microwaves, etc.
6. Do not leave your card in direct sunlight (like on your car's dashboard).
7. Do not throw your card away. You can use the same card every month, as long as you receive benefits.

WHAT IS A PERSONAL IDENTIFICATION NUMBER (PIN)?

A PIN is a four-digit secret number that allows only you to use your Guam Quest Card at Point of Sales (POS) terminals and ATMs. You can pick up your Guam Quest Card at any of the DPHSS Issuance locations.

Never tell your PIN to anyone!

If someone knows your PIN, they can use your card to get all of your benefits.

These benefits cannot be replaced.